



Gary W. Rossow  
Director  
Government Technical Affairs

January 31, 2001

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Office of Defects Investigation, Room 5326  
National Highway Traffic Safety Administration  
400 Seventh St., S.W.  
Washington, D.C. 20590

Attn: Jonathan D. White

Subject: Information Report, NHTSA No. 00V-248

In accordance with Title 49, Part 573, Freightliner LLC herewith submits an information report supplying supplemental information and copies of documents distributed to dealers and purchasers.

Sincerely,

Gary W. Rossow

Cc: Michael Mason, CAL-OSHA

Certified Mail No. Z 224 782 602

RECEIVED  
FEB-5 PM 1:54  
OFFICE INVESTIGATION  
DEFECTS INVESTIGATION

## **Section 573.5 Defect Information Report**

### **Supplement No.: 1**

Date: January 31, 2001

**(c) (1) Manufacturer:** FREIGHTLINER LLC  
P.O. BOX 3849  
Portland, Oregon 97208  
(503) 735-8078

**(c) (3) Total number of vehicles potentially affected:** (Revise to read) 3194

**(c) (9) Communications sent to dealers and owners:**  
Owner letters mailed on 12/27/00

**(c) (11) Manufacturer's campaign number:** FL-270

## **Recall Campaign Information**

**December 2000**

**Attention: Service Manager  
Warranty Manager  
Parts Manager  
Field Personnel  
Internal Distribution**

**Subject: Rear Axle Hub Covers on XC RV Chassis  
FL270A  
(NHTSA 00V-248)**

There are approximately 3,400 vehicles involved in this campaign. We anticipate 80% of these vehicles will be inspected/modified.

Please update the index and add the bulletin to your Recall Binder.

**WARRANTY CAMPAIGNS DEPARTMENT**

**Attachments**

**Recall Campaigns Index  
(December 2000)**

<b>Campaign Number</b>	<b>Release Date</b>	<b>Subject</b>
FL252A-E	May 2000	Fontaine Fifth Wheel Mounting Plates
FL253A-V		Not Yet Released
FL254		Not Yet Released
FL255A-C	Jul 2000	AirLiner <sup>®</sup> Suspension Springs
FL256A	Jun 2000	Argosy Floor Plugs
FL257A	Jul 2000	Sterling Tie Rod Cross Tubes
FL258A	Aug 2000	Non-Compliance of Air Brake Air Pressure Gauges on Business Class Vehicles
FL259		Not Yet Released
FL260A	Oct 2000	Eaton AutoShift <sup>®</sup> Software Update
FL261		Not Yet Released
FL263		Not Yet Released
FL264		Not Yet Released
FL265A	Aug 2000	Sterling Acterra MFS-8 Front Axles
FL266AB	Aug 2000	Bendix Anti-lock Braking Systems
FL266A-C	Oct 2000	Bendix Anti-lock Braking Systems
FL267		Not Yet Released
FL268A-U	Nov 2000	TRW Ball Stud End and Socket Assemblies
FL269		Not Yet Released
FL270A	Dec 2000	Rear Axle Hub Covers on XC RV Chassis
FL271		Not Yet Released
FL272A	Dec 2000	American LaFrance Seat Belt Assembly Anchorages
FL273		Not Yet Released
FL274A	Nov 2000	MT35 Power Steering Hoses
FL275		Not Yet Released
FL276ABC	Nov 2000	Business Class Brake Pedal Piston Rod

# Recall Campaign

December 2000  
FL270A  
(NHTSA 00V-248)

## Subject: Rear Axle Hub Covers on XC RV Chassis

**MODELS AFFECTED:** Specific Freightliner Custom Chassis XC model RV Chassis manufactured between May 1999 and April 2000.

### GENERAL INFORMATION

Freightliner LLC, on behalf of its wholly-owned subsidiary, Freightliner Custom Chassis Corporation, has determined that a defect which relates to motor vehicle safety exists on the above mentioned vehicles.

There are approximately 3,400 RV Chassis involved in this campaign.

The components that retain the rear axle hub covers may have been damaged during installation. This can result in the hub covers becoming loose. If the hub covers separate, without prior warning, the debris can represent a potential hazard to people outside the vehicle, as well as other passing vehicles.

The modification consists of replacing the hub covers with a different design that has an improved means of retention.

### WORK INSTRUCTIONS

Please refer to attached work instructions.

### REPLACEMENT PARTS

Replacement kits are now available and can be obtained by ordering the kit number(s) listed below from your facing Parts Distribution Center.

If your dealership has ordered any vehicle(s) involved in campaign number FL270A, a computer listing of the customers and vehicle identification numbers are enclosed. Please refer to this list when ordering parts for this campaign.

Refer to Table 1 for FL270A replacement kit 25-FL270-000.

#### 25-FL270-000

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL270A	25-FL270-000	Rear Axle Hub Cover Kit	PH1880	1	\$31.99 U.S. \$52.85 CAN

\* Please charge all Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recall.

Table 1

### REMOVED PARTS

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

### LABOR ALLOWANCE

Refer to Table 2 for labor allowance.

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL270A	Install new rear hub covers	0.5	996-0363A	000-Modifiedx

Table 2

# Recall Campaign

**FREIGHTLINER**  
LLC

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December 2000  
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**IMPORTANT:** When the modification has been completed, clean a spot on the appropriate location of the vehicle and attach a completion sticker (Form W-147) referencing the modification number and date the work was performed.

## CLAIMS FOR CREDIT

You will be reimbursed for your parts, labor and handling by submitting your claim through the Warranty system. Please reference the following information in QuickClaim:

- Claim type is **Recall**.
- In the FSDOC field, enter the campaign number and the appropriate condition code (e.g. **FL270A**).
- In the Primary Failed Part Number field, enter **25-FL270-000**
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Part Tables.

**NOTE:** ServicePro®/Service Advisor® must be viewed prior to performing the modification to ensure the vehicle is involved and the modification has not been previously completed. Also, it is important to check for a completion sticker prior to performing the modification.

Contact the Warranty Campaigns Department at (800) 547-0712, from 7:00 a.m. to 4:30 p.m. Pacific Time Monday through Friday, or the Customer Assistance Center at (503) 745-7877, after normal business hours, if you have any questions or need additional information.

To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR), to the Memphis PDC, and Canadian dealers must submit a PAR to their facing PDC. All kits must be in resaleable condition. PAR requests must include the original purchase invoice number.

The letter notifying vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (49 USC), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60 day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Also, any lessor is required to send a copy of the recall notification to the lessee.

Finally, the Act states that a remedy need not be provided without charge if the vehicle was bought by the first purchaser more than ten (10) calendar years before notice is given.

## WARRANTY CAMPAIGNS DEPARTMENT

**Copy of Letter to Owner****Subject: Rear Axle Hub Covers on XC RV Chassis**

Dear Freightliner Custom Chassis Vehicle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and the Canadian Motor Vehicles Safety Act.

Freightliner LLC, on behalf of its wholly-owned subsidiary, Freightliner Custom Chassis Corporation, has determined that a defect exists on specific Freightliner Custom Chassis XC model RV Chassis manufactured between May 1999 and April 2000.

The components that retain the rear axle hub covers may have been damaged during installation. This can result in the hub covers becoming loose. If the hub covers separate, without prior warning, the debris can represent a potential hazard to people outside the vehicle, as well as other passing vehicles.

The modification consists of replacing the hub covers with a different design that has an improved means of retention.

Repair kits are now available for authorized dealers to order. You should contact your authorized dealer to arrange to have your vehicle(s) modified and to assure that parts are available at the dealer.

When you contact your dealer, refer to campaign number FL270A. Once kit(s) are received at the dealership, the modification will take approximately 0.5 hour and will be performed at no charge to you.

**IMPORTANT:** When the modification has been completed, please ensure that a sticker has been affixed to your vehicle referencing **FL270A** and the date the work was performed.

If you do not own the vehicle that corresponds to the identification number(s) which appear on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, please make sure this notification is immediately forwarded to the lessee.

If you are unable to have the defect remedied without charge and within a reasonable time after you tender the vehicle for repair, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:30 p.m. Pacific Time Monday through Friday, or the Customer Assistance Center at (800) FTL-HELP, after normal business hours. You may also wish to notify the Administrator, National Highway Traffic Safety Administration, 400 7th Street S.W., Washington, D.C. 20590, or phone (800) 424-9393. If your vehicle is involved in the Canadian portion, you may notify the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa, Ontario, or phone (613) 993-9851.

We regret any inconvenience this action may cause, but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

# Recall Campaign

December 2000

FL270A

(NHTSA 00V-245)

## Work Instructions

### Subject: Rear Axle Hub Covers on XC RV Chassis

**MODELS AFFECTED:** Specific Freightliner Custom Chassis XC model RV Chassis manufactured between May 1999 and April 2000.

#### Rear-Axle Hub Cover Replacement

1. Park the vehicle on a level surface, shut down the engine, apply the parking brakes, and chock the rear tires.
2. Check on the firewall under the dash and on the driver's side for the presence of a completion sticker Form W-147. If a sticker is found and has the recall number FL 270 on it, nothing more needs to be done.

If no sticker is found, or one is found without the recall number FL 270 on it, go to the next step.

3. On one side of the vehicle, remove the rear-axle hub cover by twisting slightly and pulling off the retaining clips. See Fig. 1.

4. Remove the existing retaining ring by removing the two axle-shaft nuts holding it in place.

Discard the old retaining ring and clips. Save the axle-shaft nuts.

5. Using the two axle-shaft nuts removed earlier, install the new bracket from the kit onto the two axle-shaft studs. See Fig. 2.

Tighten the nuts 92 lbf-ft (125 N-m).

6. Install the new hub cover using the threaded cap. See Fig. 2.

Hand tighten the threaded cap until it clicks into the indentions on the hub cover.

7. Turn the hub cover clockwise until it is tight.
8. Repeat the procedure for the other side of the vehicle.

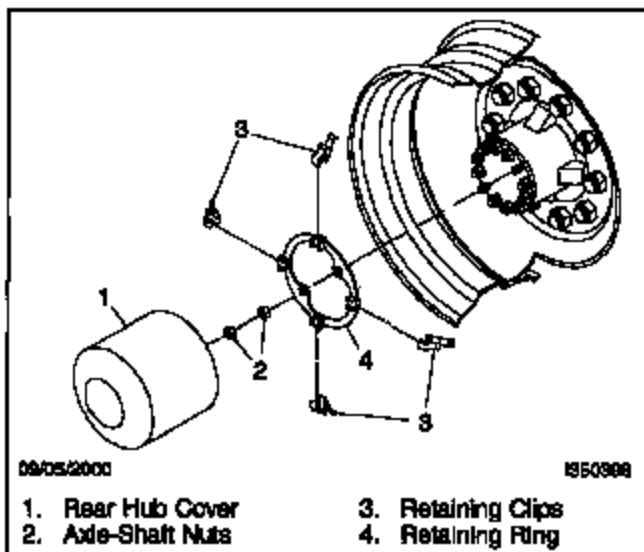


Fig. 1, Existing Rear Hub Cover Removal

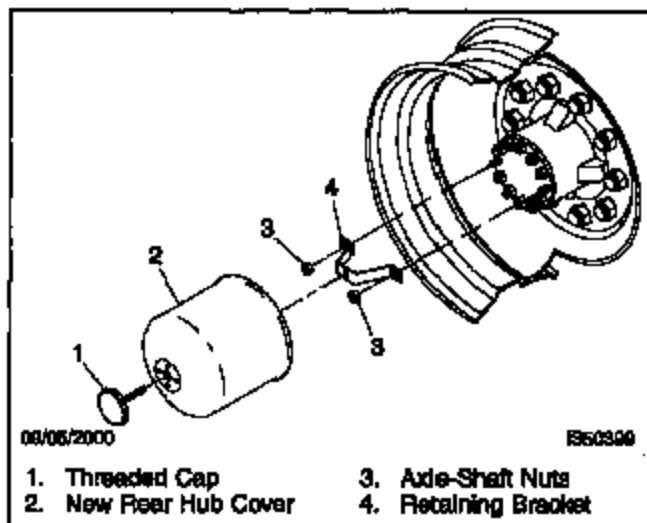


Fig. 2, New-Style Rear Hub Cover Installation



# Recall Campaign

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9. Clean a spot on the firewall under the dash on the driver's side and attach a completion sticker Form W-147. The sticker should reference the recall number and the date the work is performed.
10. Remove the chocks from the tires.



A DaimlerChrysler Company

Freightliner LLC  
P.O. Box 4080  
Portland, OR 97208-4080  
800.547.0712 Phone  
503.745.7415 Fax

December 2000  
FL270A  
(NHTSA 00V-248)

Dear Freightliner Custom Chassis Vehicle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and the Canadian Motor Vehicles Safety Act.

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WARRANTY CAMPAIGNS DEPARTMENT

Enclosure